

COUNTY OF HAWAI'I
Hawai'i County Office of Aging

Request for Proposals

RFP No. HCOA.2014.KCCMS.01

Kupuna Care Case Management Services

MARCH 20, 2013

NOTE: It is the applicant's responsibility to check the public procurement notice website, the request for proposals website, or to contact the RFP point-of-contact identified in the RFP for any addenda issued to this RFP. The Hawai'i County Office of Aging shall not be responsible for any incomplete proposal submitted as a result of the missing addenda, attachments or other information regarding the RFP.

REQUEST FOR PROPOSALS

Kupuna Care Case Management Services RFP #: HCOA.2014.KCCMS.01

The Hawai'i County Office of Aging (HCOA) is requesting proposals from qualified applicants to provide Kupuna Care Case Management Services.

The contract term will be from July 1, 2013 through June 30, 2014 and may be extended for up to one (1) 12-month term. Multiple contracts may be awarded under this request for proposals.

Proposals shall be mailed, postmarked by the United States Postal Service on or before April 22, 2013 and received no later than 10 days from the submittal deadline. Hand delivered proposals shall be received no later than 4:30 p.m., Hawai'i Standard Time (HST), on April 22, 2013 at the drop-off sites designated on the Proposal Mail-in and Delivery Information Sheet. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and rejected. There are no exceptions to this requirement.

The HCOA will conduct an orientation on March 27, 2013 from 3:00 PM to 4:00 PM HST, at the ADRC Training Room, 1055 Kino'ole Street, Hilo Hawai'i, 96720-3872. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 4:30 p.m., HST, on April 3, 2013. All written questions will receive a written response from the HCOA on or before April 10, 2013.

Inquiries regarding this RFP should be directed to the RFP contact person, Nicolas K. Los Baños at 1055 Kino'ole Street, Suite 101, Hilo, Hawai'i 96720, telephone: (808) 961-8600, fax: (808) 961-8603, e-mail: nklosbanos@hcoahawaii.org.

Proposal Mail-In and Delivery Information Sheet

NUMBER OF COPIES TO BE SUBMITTED: 1 original, 2 copies

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **April 22, 2013** and received by the Hawai'i County Office of Aging no later than 10 days from the submittal deadline.

All Mail-ins

Hawai'i County Office of Aging
1055 Kino'ole Street, Suite 101
Hilo, HI 96720-3853

HCOA RFP COORDINATOR

Nicolas K. Los Baños
Phone: (808) 961-8600
Fax: (808) 961-8603
email: nklosbanos@hcoahawaii.org

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawai'i Standard Time (HST), April 22, 2013**. Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., **April 22, 2013**.

East Hawai'i: Hawai'i County Office of Aging
1055 Kino'ole Street, Suite 101
Hilo, Hawai'i 96720-3872

West Hawai'i: Hawai'i County Office of Aging
West Hawai'i Civic Center
74-5044 Ane Keohokālole Highway
Kailua-Kona, Hawai'i 96740

RFP Table of Contents

SECTION 1 – Administrative Overview	1
1.1 Procurement Timetable	2
1.2 Website Reference	3
1.3 Authority	3
1.4 RFP Organization	4
1.5 Contracting Office	4
1.6 RFP Contact Person	4
1.7 Orientation	5
1.8 Submission of Questions	5
1.9 Submission of Proposals	5
A. Forms/Formats	5
B. Program Specific Requirements	6
C. Multiple or Alternate Proposals	6
D. Hawai'i Compliance Express	6
E. Wages Law Compliance	7
F. Campaign Contributions by State and County Contractors	7
G. Confidential Information	7
H. Proposal Submittal	7
1.10 Discussions with Applicants	8
1.11 Opening of Proposals	8
1.12 Additional Materials and Documentation	8
1.13 RFP Amendments	8
1.14 Final Revised Proposals	8
1.15 Cancellation of Request for Proposals	9
1.16 Costs for Proposal Preparation	9
1.17 Provider Participation in Planning	9
1.18 Rejection of Proposals	9
1.19 Notice of Award	10
1.20 Protests	10
1.21 Availability of Funds	11
1.22 General and Special Conditions of the Contract	11
1.23 Cost Principles	11
 SECTION 2 – Service Specifications	 12
2.1 Introduction	13
A. Overview, purpose or need	13
B. Planning activities conducted in preparation for this RFP	13
C. Description of the Goals of the Service	13
D. Description of the Target Population to be Served	14
E. Geographic Coverage of Service	14
F. Probable Funding Amounts, Source, and Period of Availability	14
2.2 Contract Monitoring and Evaluation	15

2.3	General Requirements	15
A.	Specific Qualifications or Requirements.....	15
B.	Secondary Purchaser Participation	16
C.	Multiple or Alternate Proposals	16
D.	Single or Multiple Contracts to be Awarded	16
E.	Single or Multi-Term Contracts to be Awarded.....	16
F.	RFP Contact Person	16
2.4	Scope of Work.....	17
A.	Service Activities	17
B.	Management Requirements	18
C.	Facilities, Equipment, & Vehicles	22
2.5	Compensation and Method of Payment	22
A.	Unit Rate	22

SECTION 3 – Proposal Application Instructions 24

	General Instructions for Completing Applications	24
3.1	Program Overview	26
3.2	Experience and Capability	26
A.	Necessary Skills	26
B.	Experience	26
C.	Quality Assurance and Evaluation.....	26
D.	Coordination of Services	26
E.	Facilities, Equipment, & Vehicles	26
3.3	Program Organization and Staffing.....	27
A.	Staffing	27
B.	Project Organization.....	27
3.4	Service Delivery	27
A.	Service Delivery Narrative	27
B.	Work Plan.....	27
C.	Service Objectives.....	27
3.5	Financial.....	28
A.	Pricing Structure.....	28
B.	Other Financial Related Materials	28
3.6	Other	28
A.	Litigation	28

SECTION 4 – Proposal Evaluation 29

4.1	Introduction	29
4.2	Evaluation Process	29
4.3	Evaluation Criteria.....	30

SECTION 5 – Attachments 34

5.1	Attachments	35
A.	Proposal Application Checklist	

- B. Proposal Application Identification Form
- C. Table of Contents
- D. Proposal Application
- E. Work Plan
- F. Program Budget
- G. Other Attachments

SECTION 1

Administrative Overview

SECTION 1 Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of each RFP.

1.1 PROCUREMENT TIMETABLE

Note that the procurement timetable represents the HCOA's best-estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

Activity	Scheduled Date*
Public notice announcing Request for Proposals (RFP)	March 20, 2013
Distribution of RFP	March 20, 2013
RFP orientation session	March 27, 2013
Closing date for submission of written questions for written responses	April 3, 2013
HCOA's response to applicants' written questions	April 10, 2013
Proposal submittal deadline	April 22, 2013
Proposal evaluation period	April 22 – May 14, 2013
Provider selection	May 14, 2013
Notice of statement of findings and decision	June 7, 2013
Contract start date	July 1, 2013

* NOTE: All deadlines, unless otherwise noted, are 4:30 p.m. HST.

1.2 WEBSITE REFERENCE

The State Procurement Office (SPO) website is: <http://hawaii.gov/spo/>

For...	Click on...
Procurement of Health and Human Services	"Health and Human Services, Chapter 103F, HRS..."
RFP website	"Health and Human Services, Ch. 103F..." and "The RFP Website" (located under Quicklinks)
Hawai'i Administrative Rules (HAR) for Procurement of Health and Human Services	"Statutes and Rules" and "Procurement of Health and Human Services"
Forms	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Forms"
Cost Principles	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Cost Principles"
Standard Contract -General Conditions	"Health and Human Services, Ch. 103F..." "For Private Providers" and "Contract Template – General Conditions"
Protest Forms/Procedures	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Protests"

Non-SPO Websites*

For...	Go to...
Hawai'i Compliance Express	https://vendors.ehawaii.gov/hce/splash/welcome.html
Department of Taxation	http://tax.hawaii.gov/
Wages and Labor Law Compliance, HRS §103-55	http://capitol.hawaii.gov/hrscurrent/
Department of Commerce and Consumer Affairs, Business Registration	http://cca.hawaii.gov/ (Click on "Business Registration" under "Registration and Licensing")
Campaign Spending Commission	http://hawaii.gov/campaign

*NOTE: These website addresses may change from time to time. If a link is not active, try the State of Hawai'i website at <http://hawaii.gov>.

1.3 AUTHORITY

This RFP is issued under the provisions of the Hawai'i Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

1.4 RFP ORGANIZATION

This RFP is organized into five sections:

Section 1 - Administrative Overview: Provides applicants with an overview of the procurement process.

Section 2 - Service Specifications: Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities, and defines deliverables (as applicable).

Section 3 - Proposal Application Instructions: Describes the required format and content for the proposal application.

Section 4 - Proposal Evaluation: Describes how proposals will be evaluated by the HCOA.

Section 5 - Attachments: Provides applicants with information and forms necessary to complete the application.

1.5 CONTRACTING OFFICE

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Hawai'i County Office of Aging
1055 Kino'ole Street, Suite 101
Hilo, HI 96720-3853
phone: (808) 961-8600
fax: (808) 961-8603

1.6 RFP CONTACT PERSON

From the release date of this RFP until the selection of the successful provider(s), any inquiries and requests shall be directed to the sole point-of-contact identified below.

Nicolas K. Los Baños
Aging Program Planner II
1055 Kinoole Street, Suite 101
Hilo, HI 96720-3853
E-mail: nklosbanos@hcoahawaii.org
Phone: (808) 961-8600
Fax: (808) 961-8603

1.7 ORIENTATION

An orientation for applicants in reference to the request for proposals will be held as follows:

Date: Wednesday, March 27, 2013
Time: 3:00 p.m. – 4:00 p.m.
Location: Aging and Disability Resource Center Training Room
1055 Kino'ole Street, Suite 101
Hilo, HI 96720-3853

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the HCOA's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the HCOA's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in *subsection 1.8, Submission of Questions*.

1.8 SUBMISSION OF QUESTIONS

Applicants may submit questions to the RFP Contact Person identified in *Section 2, Service Specifications* of this RFP. All written questions will receive a written response from HCOA.

Deadline for submission of written questions:

Date: Wednesday, April 3, 2013
Time: 4:30 p.m., HST

HCOA's responses to applicant written questions will be provided on or before:

Date: Wednesday, April 10, 2013
Time: 4:30 p.m., HST

1.9 SUBMISSION OF PROPOSALS

A. Forms/Formats. Forms, with the exception of program specific requirements, may be found on the State Procurement Office's *Procurement Notices for Solicitations* website referred to in *subsection 1.2, Website Reference*. Refer to the *Proposal Application Checklist* in *Section 5, Attachments* for the location of program specific forms.

1. Proposal Application Identification Form. Provides identification of the applicant proposal found in *Section 5, Attachments*.

2. Proposal Application Checklist. Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the county purchasing agency.
 3. Table of Contents. A sample table of contents for proposals is located in *Section 5, Attachments*. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
 4. Proposal Application. Applicant shall submit comprehensive narratives that address all of the proposal requirements contained in *Section 3, Proposal Application Instructions* of this RFP, including a cost proposal/budget if required.
 5. Work Plan. Applicant shall use the *Work Plan* template included in *Section 5, Attachments* to plan program activities, outputs, outcomes and methods for evaluating each program activity.
 6. Program Budget. Applicant shall use the *Program Budget* template(s) included in *Section 5, Attachments* to create a detailed Program Budget to be included as a part of the proposal packet.
- B. Program Specific Requirements.** Program specific requirements are included in *Section 2, Service Specifications* and *Section 3, Proposal Application Instructions*, as applicable. If required, Federal and/or State certifications are listed in the *Proposal Application Checklist* available in *Section 5, Attachments*.
- C. Multiple or Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in *Section 2* of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. Hawai'i Compliance Express (HCE).** All providers shall comply with all laws governing entities doing business in the State. Providers shall register with HCE for online compliance verification from the Hawai'i State Department of Taxation (DOTAX), Internal Revenue Service (IRS) , Department of Labor and Industrial Relations (DLIR) , and Department of Commerce and Consumer Affairs (DCCA) . There is a nominal annual registration fee (currently \$12) for the service. The HCE's online "Certificate of Vendor Compliance" provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to *subsection 1.2, Website Reference*, for HCE's website address.
1. Tax Clearance. Pursuant to HRS §103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers are required to have a tax clearance from DOTAX and the IRS. (See *subsection 1.2, Website Reference* for DOTAX and IRS website address.)
 2. Labor Law Compliance. Pursuant to HRS §103-55, providers shall be in compliance with all applicable laws of the federal and state governments relating

to workers' compensation, unemployment compensation, payment of wages, and safety. (See *subsection 1.2, Website Reference* for DLIR website address.)

3. **DCCA Business Registration.** Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations, unincorporated associations and foreign insurance companies shall be registered and in good standing with the DCCA, Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See *subsection 1.2, Website Reference* for DCCA website address.)
- E. Wages Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS Section 103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS Section 103-55, at the Hawai'i State Legislature website. (See *subsection 1.2, Website Reference* for DLIR Website address.)
- F. Campaign Contributions by State and County Contractors.** HRS §11-355 prohibits campaign contributions from certain State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. Refer to HRS §11-355. (See *subsection 1.2, Website Reference* for Campaign Spending Commission website address.)
- G. Confidential Information.** If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.
- Note that price is not considered confidential and will not be withheld.*
- H. Proposal Submittal.** All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the HCOA no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet located at the beginning of this RFP. All hand deliveries shall be received by the HCOA by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:
1. Postmarked after the designated date; or
 2. Postmarked by the designated date but not received within 10 days from the submittal deadline; or
 3. If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline.

Dated USPS shipping labels are not considered postmarks. *Proposals submitted by fax, e-mail, diskettes or any electronic means is not allowed and will be rejected.*

1.10 DISCUSSIONS WITH APPLICANTS

- A. Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the HCOA's requirements.
- B. After Proposal Submittal Deadline.** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance HAR Section 3-143-403.

1.11 OPENING OF PROPOSALS

Upon receipt of a proposal by the HCOA at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the HCOA and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

1.12 ADDITIONAL MATERIALS AND DOCUMENTATION

Upon request from the HCOA, each applicant shall submit any additional materials and documentation reasonably required by the HCOA in its evaluation of the proposals.

1.13 RFP AMENDMENTS

The HCOA reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

1.14 FINAL REVISED PROPOSALS

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the HCOA. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's best and final offer/proposal. The applicant shall submit only the section(s) of the proposal that are amended, along with the *Proposal Application Identification Form*. After final revised proposals are received, final evaluations will be conducted for an award.

1.15 CANCELLATION OF REQUEST FOR PROPOSAL

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interest of the HCOA.

1.16 COSTS FOR PROPOSAL PREPARATION

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

1.17 PROVIDER PARTICIPATION IN PLANNING

Provider(s) awarded a contract resulting from this RFP,

☐ are required ☒ not required

to participate in the HCOA's future development of a service delivery plan pursuant to HRS Section 103F-203.

Provider participation in the HCOA's efforts to plan for or to purchase health and human services prior to the HCOA's release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with HAR Sections 3-142-202 and 3-142-203.

1.18 REJECTION OF PROPOSALS

The HCOA reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- (1) Rejection for failure to cooperate or deal in good faith (HAR Section 3-141-201)
- (2) Rejection for inadequate accounting system (HAR Section 3-141-202)
- (3) Late proposals (HAR Section 3-143-603)
- (4) Inadequate response to request for proposals (HAR Section 3-143-609)
- (5) Proposal not responsive (HAR Section 3-143-610(a)(1))
- (6) Applicant not responsible (HAR Section 3-143-610(a)(2))

1.19 NOTICE OF AWARD

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Hawai'i County Corporation Counsel as to form, and to all further approvals, including the approval of the Mayor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The HCOA is not liable for any costs incurred prior to the official starting date.

1.20 PROTESTS

Pursuant to HRS Section 103F-501 and HAR Chapter 148, an applicant aggrieved by an award of a contract may file a protest. The *Notice of Protest form*, SPO-H-801, is available on the SPO website (*see subsection 1.2, Website Reference*). Only the following matters may be protested:

- (1) The HCOA's failure to follow procedures established by Chapter 103F of the Hawai'i Revised Statutes;
- (2) The HCOA's failure to follow any rule established by Chapter 103F of the Hawai'i Revised Statutes; and
- (3) The HCOA's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the HCOA.

The *Notice of Protest* shall be postmarked by USPS or hand delivered to 1) the Executive on Aging of the HCOA and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the HCOA.

Head of County Purchasing Agency	HCOA Procurement Officer
Nancy Crawford Director of Finance 25 Aupuni Street Hilo, HI 96720	Nicolas K. Los Baños Aging Program Planner II 1055 Kino'ole Street, Suite 101 Hilo, HI 96720-3853

1.21 AVAILABILITY OF FUNDS

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, County of Hawai'i, pursuant to HRS Chapter 37, and subject to the availability of State and/or Federal funds.

1.22 GENERAL AND SPECIAL CONDITIONS OF CONTRACT

The general conditions that will be imposed contractually are on the SPO website (see *subsection 1.2, Website Reference*). Special conditions may also be imposed contractually by the HCOA, as deemed necessary.

Other possible Special Conditions include the following:

- Contract Extension. During any contract extension period, the HCOA has the right to add units of services to an existing contract if additional units of service are justifiable by demographic need or other similar reasons that may be deemed justifiable by the HCOA.

1.23 COST PRINCIPLES

In order to promote uniform purchasing practices among State & County purchasing agencies procuring health and human services under HRS Chapter 103F, State & County purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201, which is available on the SPO website (see *subsection 1.2, Website Reference*). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

SECTION 2

Service Specifications

SECTION 2 Service Specifications

KUPUNA CARE CASE MANAGEMENT SERVICES

2.1 INTRODUCTION

A. Overview, purpose or need

The mission of the Hawai'i County Office of Aging (HCOA) is to establish a comprehensive and coordinated system of services in Hawai'i County which enables older people to live independently and with dignity. The HCOA desires to obtain proposals for providing services to older individuals (60 years of age or over) living in the County of Hawai'i. Services will be provided under the State of Hawai'i Kupuna Care Program administered by the HCOA. The Kupuna Care Program is a state-sponsored program designed to meet the long term care needs of older adults unable to live at home without adequate help to perform their activities of daily living (ADLs) and instrumental activities of daily living (IADLs). The service included in this Request for Proposals is Case Management.

B. Planning activities conducted in preparation for this RFP

A Request for Information (RFI) was issued to current and prospective providers and the community to assist the office in the preparation of this request for proposal. In addition, phone calls and individual meetings took place with potential providers of this service in order to gather further information relevant to the development of this RFP.

C. Description of the service goals

The goal of the Kupuna Care Program is that Hawai'i's older individuals will have access to affordable and quality home and community based services that are client-centered and family-supportive allowing them to live with independence and dignity. This includes assistance either in the form of access or care coordination in circumstances where the older person is experiencing diminished functioning capacities, personal conditions or other characteristics which require the provision of services by formal service providers or family caregivers.

Case Management: *Definition:* Assistance either in the form of access or care coordination in circumstances where the older individual is experiencing diminished functioning capacities, personal conditions or characteristics which require the provision of services by formal service providers or family caregivers. Activities of case management include such practices as assessing needs, developing care plans, authorizing and coordinating services among providers, and providing follow-up and reassessment, as required.

D. Description of the target population to be served

Targeted recipients of the **Kupuna Care Program** must meet the following requirements:

1. U. S. citizenship or legal residency
2. 60 years of age or older;
3. Not covered by other comparable government or private home and community based services
4. Not residing in an institution, such as ICF, SNF, ARCH, hospital, foster family home
5. Have limitations in two or more activities of daily living (ADL) or instrumental activities of daily living (IADL), or be diagnosed with a cognitive impairment
6. Have one or more unmet ADL or IADL need

Clients determined to be at high risk will receive priority for service. Additionally, the Kupuna Care Program follows the targeting requirements of the Older Americans Act which include older individuals 60 years old and over with the greatest social and economic needs with an emphasis on low-income and minority elders.

E. Geographic coverage of service

The geographic coverage for this RFP encompasses the County of Hawai'i. The Hawai'i County Office of Aging encourages that Kupuna Care services are made available in all districts of the County of Hawai'i. However, an applicant may submit in its' proposal to serve all or only particular districts of the Hawai 'i County, depending on the service providers' capacity. The applicant must specify which area(s) it is able to serve. It must also demonstrate in its narrative that it can provide the required service(s) in all of the districts for which it is submitting an application.

F. Probable funding amounts, source, and period of availability

The estimated funding for Kupuna Care Case Management services may be up to \$320,000. Funding for Kupuna Care Case Management services is appropriated by State of Hawai'i legislature through the Executive Office on Aging. The final, specific allocation of funds for these Kupuna Care services will be determined by the HCOA after all applications have been evaluated and rated.

The HCOA contract for all Kupuna Care Program services is subject to the availability of State general funds. In addition to the availability of State general funds, funding for services will be subject to the availability of and need for the service, and the satisfactory evaluation of the provider's performance. The HCOA reserves the right to reallocate all or part of the initial award to an agency if there is a pattern of service underutilization, if there is a wait list for service, and/or if an agency is not able to carry out the provision of services by the end of the fiscal period.

2.2 CONTRACT MONITORING AND EVALUATION

A. Criteria. The following criteria will be used in the monitoring and evaluation of contract performance as indicated in *subsection 2.4, Scope of Work*. Monitoring will be based on the specifications agreed upon in the actual contract resulting from this RFP.

1. Performance / Outcome Measures
2. Output Measures
3. Quality of Care / Quality of Services
4. Financial Management
5. Administrative Requirements

2.3 GENERAL REQUIREMENTS

A. Specific qualifications or requirements, including but not limited to licensure or accreditation.

1. The applicant shall have license(s) and/or certificate(s), as applicable, in accordance with Federal, State and County regulations and shall provide copies of current applicable license(s) and certificate(s) as needed.
2. Follow all fiscal and program instructions issued by the Hawai'i County Office of Aging throughout the contract year.
3. Maintain complete and current program data and fiscal records pertaining to the service contained in this RFP.
4. If applicable, the applicant shall maintain professional/general and auto liability insurance with a limit of no less than \$1,000,000.00 and proof of worker compensation insurance during the term of the agreement, as applicable, and provide the County with a certificate of same, naming the County additional insured.

5. Voluntary Contributions

If applicable, voluntary contributions shall be allowed and may be solicited by all services provided under this contract if and only if the method is non-coercive.

6. Unallowable costs identified by the HCOA for this RFP (unless applicant provides compelling justification) include:
 - a. Out-of-state travel.
 - b. Neighbor island travel,
 - c. Equipment not used by the client, and

d. Motor vehicles.

7. All publications or press releases should include the statement:

"This program has been made possible in part by funding from the Kupuna Care Program, State of Hawai'i and the Older Americans Act as awarded by the Hawaii County Office of Aging."

B. Secondary purchaser participation

- After-the-fact secondary purchases will be allowed.
- Planned secondary purchases: None

C. Multiple or alternate proposals
(Refer to HAR Section 3-143-605)

☐ Allowed ☒ Unallowed

D. Single or multiple contracts to be awarded
(Refer to HAR Section 3-143-206)

☐ Single ☐ Multiple ☒ Single & Multiple

1. Criteria for multiple awards:

- a. A single award may be made for a proposal that demonstrates the ability to provide the required expertise, resources and infrastructure to deliver this service.
- b. Multiple awards may be given if the county purchasing agency determines it is in the best interest of the county for more than one organization to provide service under this RFP taking into consideration the need, target population, geographic service area(s) and method of information dissemination.

E. Single or multi-term contracts to be awarded
(Refer to HAR Section 3-149-302)

☒ Single term (2 years or less) ☐ Multi-term (more than 2 years)

1. Contract Terms:

Initial term of contract:	July 1, 2013 through June 30, 2014 (12 months)
Length of extension:	12 months
Number of possible extensions:	1
Maximum length of contract:	2 years
Condition of extension:	Must be in writing and must be executed prior to

	expiration of initial contract.
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The initial period shall commence on the contract start date or Notice to Proceed, whichever is later.

2.4 SCOPE OF WORK

A. Service Activities (Minimum and/or mandatory tasks and responsibilities)

1. Identify and screen older individuals 60+ who may be appropriate for Kupuna Care Case Management services.
2. Conduct a comprehensive assessment of the older individual and caregiver situation using assessment tools approved by HCOA within the required timeframe.
3. Establish concurrence among the older individual, family, and caregivers regarding the individual's situation, needs, and goals.
4. Develop a care plan that reflects the individual's needs assessment and the agreed upon service goals.
5. Implement the care plan that may include:
 - a. Providing information and assistance;
 - b. Coordinating existing services and/or ordering services (services must be authorized by HCOA and follow procedural requirements;
 - c. Monitoring and evaluating service delivery;
 - d. Reconciling service orders to service payment; and
 - e. Monitoring the status of the client and caregiver.
6. Monitor the status of the older individual and caregiver and evaluate the care plan implementation and associated outcomes, objectives and measures.
7. Reassess the older individual and review the care plan on a pre-determined basis, and/or as needed.
8. Close services according to the procedures for termination. Conduct a termination survey provided by HCOA.
9. Proposed service objectives and outcome measures must minimally meet stated objectives and outcomes in the Hawai'i County Area Plan on Aging for the period October 1, 2011 through September 30, 2015.

B. Management Requirements (Minimum and/or mandatory requirements)

The Applicant shall describe in its proposal how the Management Requirements will be met and attach job descriptions to the proposal:

1. Personnel

- a. The applicant shall provide the necessary qualified staff, equipment, vehicles and facilities that will be required in carrying out this service.
- b. All personnel must be trained, screened and deemed competent by the applicant to provide the services as described in their job descriptions.
- c. All personnel and volunteer workers must be of good character and integrity and trained or qualified to work with physical and cognitively impaired individuals and people from various cultures.
- d. The applicant shall have on file a current criminal background check for all personnel performing duties related to this service.
- e. Personnel performing the intake assessment should have good relational and interpersonal communication skills, possess a bachelor's degree, or three years of relevant field experience. Education and experience must also include demonstrated ability to write reports, read and interpret complex written material, speak effectively and persuasively and solve complex problems logically and systematically. Knowledge of community resources is recommended.
- f. Personnel performing the Comprehensive Assessment should have a bachelor's degree in a human services area, gerontology, or other related field; at least one year of work experience in a service capacity.. Education and experience must also include the responsibility for and demonstrated ability to formulate and implement an individual treatment plan involving professional evaluation, implementation of treatment modalities and periodic review of the plan of care for necessary changes. Knowledge of health services and community resources is recommended.
- g. The Applicant shall have a qualified Director to assume responsibility for:
 - i. Overall management of the Case Management Program Including service delivery and evaluation;
 - ii. Meeting all Kupuna Care Case Management Program Requirements and all other reporting requirements of the program;
 - iii. Ensuring that minimum Case Management standards are met;
 - iv. Assuring that adequate and qualified staff and volunteers are available to fulfill all of their individual responsibilities to the

program.

- h. Supervisors must be available for consultation during the hours of operation.

2. Administrative

- a. The Applicant must have procedures to accept, register, and provide follow-up assistance to eligible older individuals. The Applicant shall have a thorough understanding of the various levels of federal, state, and county laws, rules, policies, and procedures relevant to this service.
- b. The Applicant must have a procedure to receive authorization from the HCOA.
- c. The Applicant must maintain a record of the number of service hours; the name, birth date, and Social Security number (or unique identifier number) for each older individual served and authorized by the HCOA.
- d. The Applicant shall deliver the stated service in a timely fashion. The Applicant in its Proposal shall explain the protocol for timeliness in service delivery (i.e. number of days it normally takes from the request to the delivery of service), and what steps the Applicant will take if the service cannot be delivered within a specified number of days.
- e. The applicant shall provide its capacity to keep financial and program records specific to this contract.
- f. The applicant shall include information on its procedures of handling program income derived from participants' voluntary contributions.
- g. The Applicant must maintain a list of older individuals waiting for Case Management service and a list of related unmet needs identified by same. The count and reasons for older individuals remaining on the waitlist are to be submitted monthly, and plans and timeline for reducing the wait list numbers are to be identified.
- h. The applicant must have a written policy and procedures to obtain written consent to transmit client information and service utilization data from the selected applicant to the HCOA and Executive Office on Aging.
- i. The applicant must have written policy and procedures to inform older individuals that they may be asked to participate in research studies to measures the effectiveness and quality of the service they have received and to explore possible services the State and County may offer.
- j. Applicants for **case management** service shall **disclose** any conflict or potential conflict of interest if the applicant plans to provide direct services. A "conflict of interest" situation may be defined as, but not

limited to, “Referring clients to a direct service entity or agency where the applicant has ownership or financial interest.”

- k. If such conflict of interest does exist, the applicant must describe the method, procedures, and/or measures showing how the potential or existing relationship will not unduly influence the selection or recommended services for care indicated under access assistance/case management. If the applicant, in its proposals, does not address how it will prevent any conflict of interest situations, HCOA reserves the right to reject the application.
- l. If a contract has been granted to the applicant and there is evidence that preference is being given to the related entity, HCOA reserves the right to cancel the contract.

3. Quality assurance and evaluation specifications

- a. The applicant must describe its methods to assure the HCOA that the older individual's service is appropriate and responsive to the needs of the client. The applicant must include the tools intended for use in planning, evaluating and improving the results of this service. The applicant shall describe its quality assurance and evaluation plans for the proposed services, including methodology.
- b. Include plans for evaluation of the program that measure achievement in reaching the quantitative and qualitative objectives. A copy of the satisfaction survey should also be included with this proposal if a survey instrument is to be used.

4. Output and performance/outcome measurements

- a. Performance Outputs:

Service Unit = 1 hour

Number of Service Units to be provided = 7,790 units

Number of Unduplicated Participants to be served = 400

- b. Outcome Measures:

- The percentage of older individuals and their caregivers who participate in care/service plan decision making.
- The percentage of older individuals who receive home and community-based services through the Kupuna Care program that remains in their homes for at least three months.

- The percentage of older individuals surveyed that report their care needs are being met by the program.

5. Experience.

The Applicant shall demonstrate that it has the necessary skills, abilities, knowledge and experience relating to the delivery of the proposed services. The Applicant shall also provide a listing of verifiable experience with projects or contracts for the most recent five years that are pertinent to the proposed services. The applicant must have operated a business of similar scope and magnitude as required by the RFP for at least one year.

6. Coordination of services.

The Applicant shall demonstrate the capability to collaborate and coordinate services with other agencies and resources in the community. The Kupuna Care Program will enhance existing resources, programs, and services for elders at risk of institutionalization. The implementation of the State's long term care policies, programs, and services requires the collaboration and coordination of a number of State, County, and Federal departments and agencies, the private sector, and the community of consumers. Program service providers must participate in the Interdisciplinary Team (IDT) Case Management Coordination Program coordinated by the Department of Health Public Health Nursing. Four IDT meetings are held monthly at various locations around the island.

7. Reporting requirements for program and fiscal data.

The applicant is required to have and maintain information technology hardware and software that enables the applicant to collect client and service utilization data in order to meet all data collection and reporting requirements determined by the HCOA.

Successful applicants to provide case management service shall be required to learn and use the software for data collection, client tracking and reporting purposes utilized by HCOA.

The applicant shall have the ability to transfer and receive all required information via the Internet to the HCOA. If the Applicant does not have Internet access and adequate hardware or software to maintain required databases and reporting programs, it shall explain in its application a viable plan for acquiring such capabilities.

The applicant is responsible for maintaining complete and current fiscal data and reports pertaining to the service(s) provided. Successful applicants of case management services will be reimbursed for authorized services delivered. The required fiscal data and reports, such as the request for reimbursement/invoices, shall be submitted as specified by the HCOA. Data reports must accompany the invoice for payment and must be submitted as specified in the contractual agreement. Failure to collect and submit required data and reports in a timely manner may result in a delay or withholding of payment.

Program reports will include the collection of data, such as client registration, tracking, service delivery, and wait list information. The frequency of these reports may be monthly, quarterly, year-end, and final reports. Summary reports and analyses including outcome and output data, and accomplishments and challenges shall be submitted to HCOA by due dates specified.

Prospective service providers are responsible for maintaining accurate, verifiable and current fiscal data and reports pertaining to the service(s) provided. Invoices and requests for payments must be submitted to respective Case Management agency assigned to the client by the 5th day of the month following provision of services. All requests for payment/invoices will be reviewed and verified by respective Case Managers before routing to HCOA for payment authorization. Failure to collect and submit required data, reports, and requests for reimbursement/invoices in a timely manner could result in delay, or withholding of payment.

A year end narrative report summarizing the progress of the service for each fiscal year, and including a discussion on the effectiveness of this service to meet the needs of the clients served and its impact on the outcomes of this service is required from the successful applicant. This report is due to HCOA by the 30th day after expiration of contract.

Prompt submission of required reports is expected from the successful applicant. At a minimum, the successful applicant shall follow the report due dates below:

- *Monthly Invoice/Progress Report:* 7th day after report month
- *Annual Narrative Report:* 30th day after end of contract
- *Final Narrative Report:* A final narrative report shall document program accomplishments, program partnerships, if applicable, the financial status of the program, and the overall performance towards meeting the requirements of this service.

C. Facilities, Equipment, & Vehicles

The applicant shall provide a description of its facilities, equipment, and vehicles, if applicable and demonstrate its adequacy in relation to the proposed services. If facilities/equipment/vehicles are not presently available, describe plans to secure facilities/equipment/vehicles.

The applicant shall describe how the facilities and the vehicles meet ADA requirements, as applicable and special equipment that may be required for the services.

2.5 COMPENSATION AND METHOD OF PAYMENT

- A. Unit Rate.** Pricing is based on the delivery of the defined unit of service as defined in *subsection 2.4 Scope of Work*.

1. Initial or advance payment shall not be made for this service.
2. Monthly payments will be made to the provider upon receipt of a monthly invoice and progress report.

SECTION 3

Proposal Application Instructions

SECTION 3

Proposal Application Instructions

General instructions for completing applications:

1. Proposal Applications shall be submitted to the Hawai'i County Office of Aging (HCOA) using the prescribed format outlined in this section.
2. The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.
3. Page numbering of the *Proposal Application* should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in *Section 5, Attachments*.
4. Tabbing of sections (Recommended).
5. Applicants must also include a *Table of Contents* with the *Proposal Application*. A sample format is available in *Section 5, Attachments* of this RFP.
6. A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.
7. Applicants are **strongly** encouraged to review evaluation criteria in *Section 4, Proposal Evaluation* when completing the proposal.

The Proposal Application is comprised of the following sections:

1. Proposal Application Identification Form
2. Table of Contents
3. Program Overview
4. Experience and Capability
5. Project Organization and Staffing
6. Service Delivery
7. Financial
8. Other

3.1 PROGRAM OVERVIEW

Applicant shall give a brief overview to orient evaluators as to the program/services being offered; limited to one page.

3.2 EXPERIENCE AND CAPABILITY

B. Necessary Skills

- Demonstrated skills, abilities and knowledge relating to the delivery of the proposed services.
- Identify specific staff that possesses these skills and abilities and knowledge.

C. Experience

- Provide current and past experience in administering programs and contracts for older individuals.
- Identify and provide employment histories and significant accomplishments for each member who will be involved in the management of program functions required to provide the services.

D. Quality Assurance and Evaluation

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.
- Written evaluation plan to effectively measure, monitor and evaluate program performance and timely detection and resolution of identified problems.

E. Coordination of Services

- Demonstrated capability to coordinate services with other agencies and resources in the community.
- Provides examples of how applicant networks and collaborates with other providers in the community.

F. Facilities, Equipment, & Vehicles

- Adequacy of facilities, equipment, and vehicles relative to proposed services.

3.3 PROGRAM ORGANIZATION AND STAFFING

A. Staffing

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in *Section 2, Service Specifications*, as applicable.)

2. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the *Section 2, Service Specifications*, as applicable)

3. Job Descriptions

The applicant shall include written job descriptions pertinent to the service as an attachment to the application. Staff resumes may also be included as *additional attachments* to the application.

B. Program Organization

1. Supervision and Training

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

2. Organization Chart

The applicant shall reflect the position of each staff and line of responsibility / supervision. (Include position title, name and full time equivalency) Both the "Organization-wide" and "Program" organization charts shall be attached to the Proposal Application.

3.4 SERVICE DELIVERY

- **Service Delivery Narrative.** Applicant shall include a detailed discussion of the applicant's approach to applicable service activities and management requirements from *Section 2, Service Specifications, subsection 2.4, Scope of Work*, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.
- **Work Plan.** The applicant shall provide a completed work plan using the *Work Plan template* (provided in *Section 5, Attachments*) to the application.
- **Service Objectives.** The applicant shall provide the following service objectives in its proposal.

1. Number of units to be served.
2. Cost per unit. Refer to *Section 2, Service Specifications, subsection 2.4, Scope of Work* for applicable service units.

3.5 FINANCIAL

A. Pricing Structure

- Applicant shall submit a cost proposal utilizing the Program Budget worksheets designated in *Section 5, Attachments*.
- The cost proposal shall be attached to the Proposal Application.
- The following budget form(s) shall be submitted with the Proposal Application:
 - a. Program Budget (*see Section 5, Attachments*)

B. Other Financial Related Materials

1. Accounting System

To determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

- Recent financial audit (A-133)
- Recent tax return

3.6 OTHER

A. Litigation

The applicant shall disclose and explain any pending litigation to which they are a party, including the disclosure of any outstanding judgment.

SECTION 4

Proposal Evaluation

SECTION 4

Proposal Evaluation

4.1 INTRODUCTION

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

4.2 EVALUATION PROCESS

The procurement officer or an evaluation committee of designated reviewers selected by the head of the Hawai'i County Office of Aging (HCOA) or designated HCOA procurement officer shall review and evaluate proposals. The evaluation committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

EVALUATION CATEGORIES	POINTS POSSIBLE
<i>Proposal Application</i>	
1. Program Overview	0
2. Experience and Capability	20
3. Project Organization and Staffing	20
4. Service Delivery	40
5. Financial	20
TOTAL POINTS POSSIBLE	100

4.3 EVALUATION CRITERIA

1. **Program Overview** (0 points possible)

Applicant shall give a brief overview to orient evaluators as to the program/services being offered; limited to one page.

2. **Experience and Capability** (20 points possible)

The HCOA will evaluate the applicant's experience in and capability relevant to the proposal contract, which shall include:

(A) Necessary Skills

- Demonstrated skills, abilities and knowledge relating to the delivery of the proposed services.
- Identify specific staff that possesses these skills and abilities and knowledge.

(B) Experience

- Provide current and past experience in administering programs and contracts for older individuals.
- Identify and provide employment histories and significant accomplishments for each member who will be involved in the management of program functions required to provide the services.

(C) Quality Assurance and Evaluation

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.
- Written evaluation plan to effectively measure, monitor and evaluate program performance and timely detection and resolution of identified problems.

(D) Coordination of Services

- Demonstrated capability to coordinate services with other agencies and resources in the community.
- Provides examples of how applicant networks and collaborates with other providers in the community.

(E) Facilities, Equipment, & Vehicles

- Adequacy of facilities, equipment, and vehicles relative to proposed services.

3. **Project Organization and Staffing (20 points possible)**

The HCOA will evaluate the overall staffing approach to the service including:

(A) Staffing

- *Proposed Staffing.* The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in *Section 2, Service Specifications*, as applicable.)
- *Staff Qualifications.* The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the *Section 2, Service Specifications*, as applicable)
- *Job Descriptions.* The applicant shall include written job descriptions pertinent to the service as an attachment to the application. Staff resumes may also be included *as additional attachments* to the application.

(B) Project Organization

- *Supervision and Training.* The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.
- *Organization Chart.* The applicant shall reflect the position of each staff and line of responsibility / supervision. (Include position title, name and full time equivalency) Both the “Organization-wide” and “Program” organization charts shall be attached to the Proposal Application.

4. **Service Delivery (40 points possible)**

(A) Service Delivery Narrative.

- Applicant shall include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from *Section 2, Service Specifications, subsection 2.4, Scope of Work*, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments, responsibilities, and timelines and schedules.

(B) Work Plan

- The applicant shall provide a completed work plan using the *Work Plan template* (provided in *Section 5, Attachments*) to the application.

(C) Service Objectives

- The applicant shall provide the following service objectives in its proposal:
 - **Number of units to be served.**
 - **Cost per unit.** Refer to *Section 2, Service Specifications, subsection 2.4, Scope of Work* for applicable service units.

5. **Financial** (20 points possible)

(A) Pricing Structure

- Applicant shall submit a cost proposal utilizing the Program Budget worksheets designated in *Section 5, Attachments*.
- The cost proposal shall be attached to the Proposal Application.
- The following budget form(s) shall be submitted with the Proposal Application:
 - **Program Budget** (*see Section 5, Attachments*)

(B) Other Financial Related Materials

- **Accounting System.** To determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as an attachment to the Proposal Application:
 - Recent financial audit (A-133)
 - Recent tax return

SECTION 5

Attachments

SECTION 5

Attachments

5.1 ATTACHMENTS

- A. Proposal Application Checklist**
- B. Proposal Application Identification Form**
- C. Sample Table of Contents**
- D. Proposal Application**
- E. Work Plan**
- F. Program Budget**
- G. Attachments**